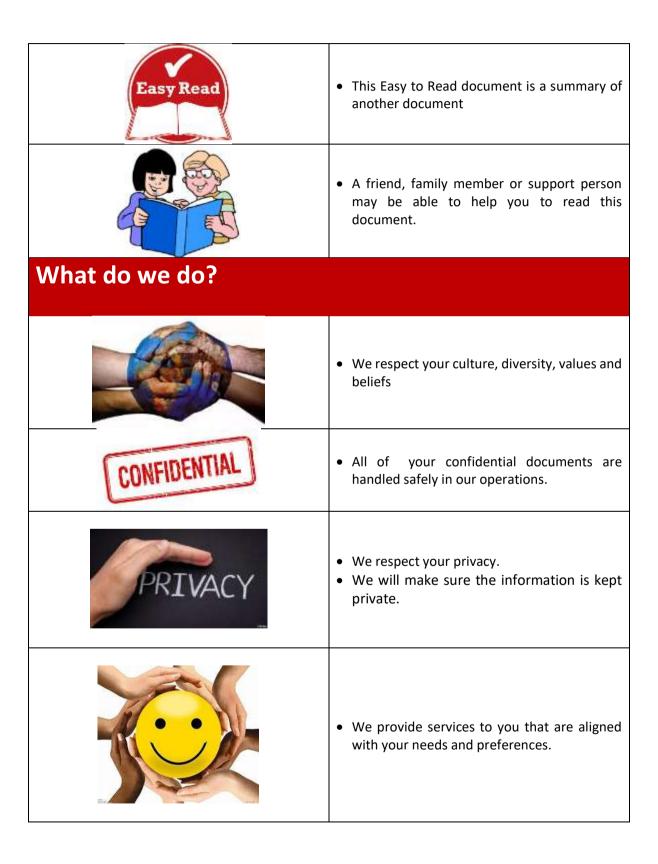
## **Participant Right**



|                       | <ul> <li>It is your right to choose your own personal, gender, sexual, cultural and religious identity.</li> <li>It is your right to make your own decisions.</li> </ul>                                                                           |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Sad Barrier           | We provide supports and services in a safe<br>and well-informed manner though our<br>experienced workers.                                                                                                                                          |
| Honesty               | We act with integrity, honesty, and transparency.                                                                                                                                                                                                  |
|                       | It is your right to choose your own advocate.                                                                                                                                                                                                      |
| STOP                  | We are committed to ensure that you feel safe and treated fairly and our operation is free of abuse, exploitation and neglect.                                                                                                                     |
| SEXUAL<br>HARASS MENT | <ul> <li>We are committed to promote an environment free from bullying, harassment and discrimination for all employees and participant.</li> <li>We will make sure that all people are treated fairly and are not harassed or bullied.</li> </ul> |

## How do you make a complaint to us?



- You can call us between 9am and 5pm, Monday to Friday.
- You can email us
- Complete Form02.Complaint Report Form



- It is always ok to speak up.
- You can talk to us when something goes wrong with your supports or services.



You can complain about the services and supports when:

- o something has gone wrong
- something is not working well
- something has not been done in a right way
- something makes you unhappy
- o you have been treated badly.
- We will always listen and take action to fix the matter.

## How do you report an incident to us?



- You can call us between 9am and 5pm, Monday to Friday.
  - You can email us
  - Complete Form04.Incident Report form



## We:

- listen to you
- Investigate the incident and search for the causes
- Ensure it does not happen again